

211 IN NEVADA

Nevada 2-1-1 consists of 2 call centers:

HELP of Southern Nevada takes calls 7am to 4pm Monday through Friday
Crisis Call Center picks up all other hours, including Holiday's.

211 does not always have a Spanish speaking person available, so we have 24/7 access to language line services. Our staff has enough knowledge to say "one moment, please" in Spanish while connecting to the language line for interpretation services. The caller is put on hold briefly while the call is being placed to the language line. As soon as the language line picks up, it becomes a 3-way call.

The calls to Nevada 211 come in on separate lines from Crisis Call Center's hotline, the 2 are not intermingled. The switch between the northern and southern call centers is seamless, and there is no lag time between switching.

Crisis Call Center is in the process of purchasing a new phone system. The new system will have on hold music in addition to the periodic informational messages. Once our new system is in place, we will be working with HELP to develop consistent messaging and processes for both call centers. Right now, CCC's phone system is somewhat persnickety and we don't want to make any changes that might create havoc before the new phone system is installed. We are hoping to be able to place the order sometime next week.

Text messaging is a live service. Once someone texts their zip code, they receive an automatic reply:

"Welcome to txt211 chat, we will respond shortly. (You may opt out at any time by texting "stop") (Unltd msgs/mo, msg&data rates may apply)"

Our staff responds after the automatic response has been sent. It then becomes a live back and forth conversation - similar to instant messaging. We would use the same script that was created for phone calls.

Here is the intake form which has been reviewed by the executive board of Nevada 211. They have made some slight changes:

Unlicensed Medical Activities Intake Form

Nevada 211 has agreed to make its services available to the Nevada State Health Division to take reports from Nevada's citizens-at-large in regard to unlicensed health care activity. The goal is to get as much information as possible regarding the illegal activity by completing the form below. Here is a sample script for callers wanting to report such illegal activity:

“I will be asking a series of questions relating to unlicensed medical activities and will be writing your answers down as I fill out my reporting form. Please know that your answers will be critical to investigate these activities. You may or may not provide your name and contact information, but your cooperation may be critical in the arrest or prosecution of those who may be practicing medicine without the authority to do so. The Nevada State Health Division may be notifying the appropriate agencies of this reported activity.”

Name: _____

☐ Wishes to remain anonymous

Address: _____

Phone #: _____

Brief description of activity being reported: _____

Where did the activity occur (address, date and approximate time): _____

Names of witnesses: _____

Name of person performing medical activity: _____

How did you learn about this person?: _____

How did you contact this person?: _____

(After completing this form, please fax to: Jean Kvam, Executive Assistant, Nevada State Health Division, 775 684-4211)